

# BCBSAZ Health Choice 2023 Cultural Competency Program and Slides

Jeanette Mallery

Cultural Competency Administrator

[Jeanette.Mallery@azblue.com](mailto:Jeanette.Mallery@azblue.com)

# Cultural Competency

## Overarching Goals and Objectives



### Enhance Communication

Develop and improve cross-cultural programs and communication among BCBSAZ Health Choice members, staff, and providers that address system-wide issues related to culture, language and diversity.



### Regulatory and Accreditation Alignment

Identify opportunities to promote cultural competency and best practices across the delivery system through alignment with both regulatory requirements and accreditation standards.



### Internal Collaboration

Collaborate on action items to identify, address, and overcome health disparities as indicated in the Health Equity Committee and further ensure access to culturally competent care and services.



### Increased Member and Provider Satisfaction

Develop action items to improve Member Satisfaction (CAHPS) survey results by addressing member and provider communication.



### Implementing Best Practices

Expand internal capacity to support and implement communication, best practices, and collaboration with agencies across Arizona.



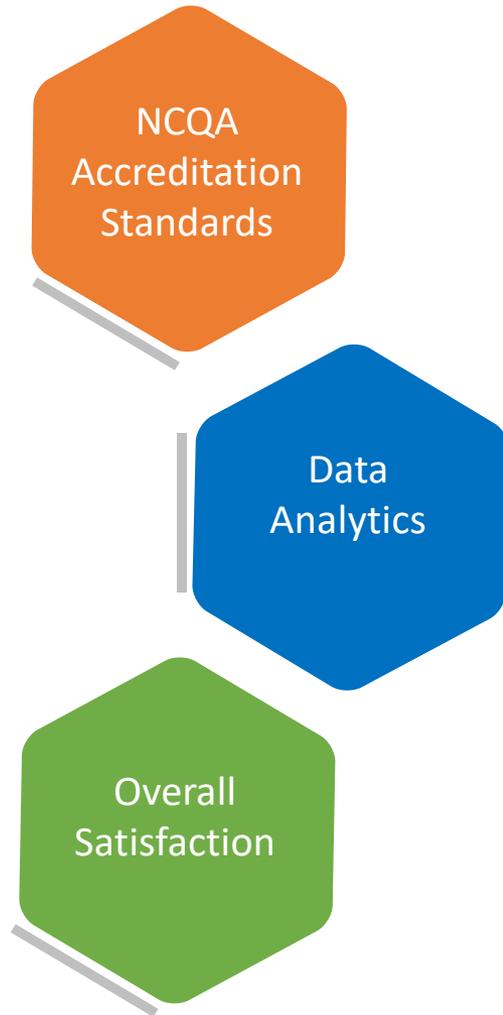
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## Collaboration and Resource Development Projects

Collaborative Efforts	Resource Information	Data Management
<ul style="list-style-type: none"><li>• Partnerships with Area of Aging Agency and Phoenix Children’s Hospital</li><li>• Collaboration with C3 to develop a common understanding of cultural competency and language services in our provider and community</li><li>• Develop health literacy standards, techniques, and tools to use within the organization and with provider and members to improve access to care</li><li>• Annual AZ Health Literacy Conference and Health Literacy Collaboration Workgroup – 2023 Conference “Trust – the core to positive health outcomes”</li><li>• Collaboration and programs supporting immigration and refugee health (DES Developed and Delivering Refugee 101 Course - 185 staff are currently registered)</li><li>• Volunteering Commitments<ul style="list-style-type: none"><li>• World Refugee Day (Committee member and sponsor)</li><li>• Valleywise Holiday Angel Project</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Working with the ADHS Suicide Prevention Workgroup for 65+ to develop a resource guide for providers and caregivers</li><li>• BCBSAZ Health Choice Culture and Diversity Council allows for the sharing of information and resources and to gain an understanding of the needs of the community</li></ul>	<ul style="list-style-type: none"><li>• ADHS AzHIP – Data Equity Team</li><li>• Collaboration with internal data experts to build reporting tools used for data analysis of member utilization, member and provider demographic information for network planning to address disparities</li><li>• Ongoing review of language services utilization and update communication tools (quarterly and annual), including the translation of all materials in Spanish</li></ul>

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## Program Highlights



### NCQA (NET 1A) Accreditation Standards

- ❖ Successfully meeting NCQA NET 1A Standards (CCP, LAP, and Tribal Plan)
  - ❖ Assessment of Cultural Needs, Demographics & Language (ACOM 405)
  - ❖ Satisfaction Scores, Member Feedback & Utilization Reports
- ❖ Ensured Provider Trainings and ensured access to language/interpretation resources
- ❖ Developed approaches for identifying ethnic demographics (providers and members)
- ❖ Continued community outreach and engagement efforts, including Tribal outreach and education.

### Enhanced Data Collection and Reporting Capabilities

- ❖ Enhanced member reporting to include demographic dashboard (race/ethnicity, age by line of business) and comparison of no claims report for targeted cultural interventions

### Increased Member and Provider Satisfaction

- ❖ Cultural Competency / Health Literacy (Adult). – Doctors who communicate well – both adult and child satisfaction increased from 2021 – 2022
- ❖ In 2022, only 1 complaint (grievance) related to cultural competency; determined unsubstantiated following investigation